IT Field Engineer App

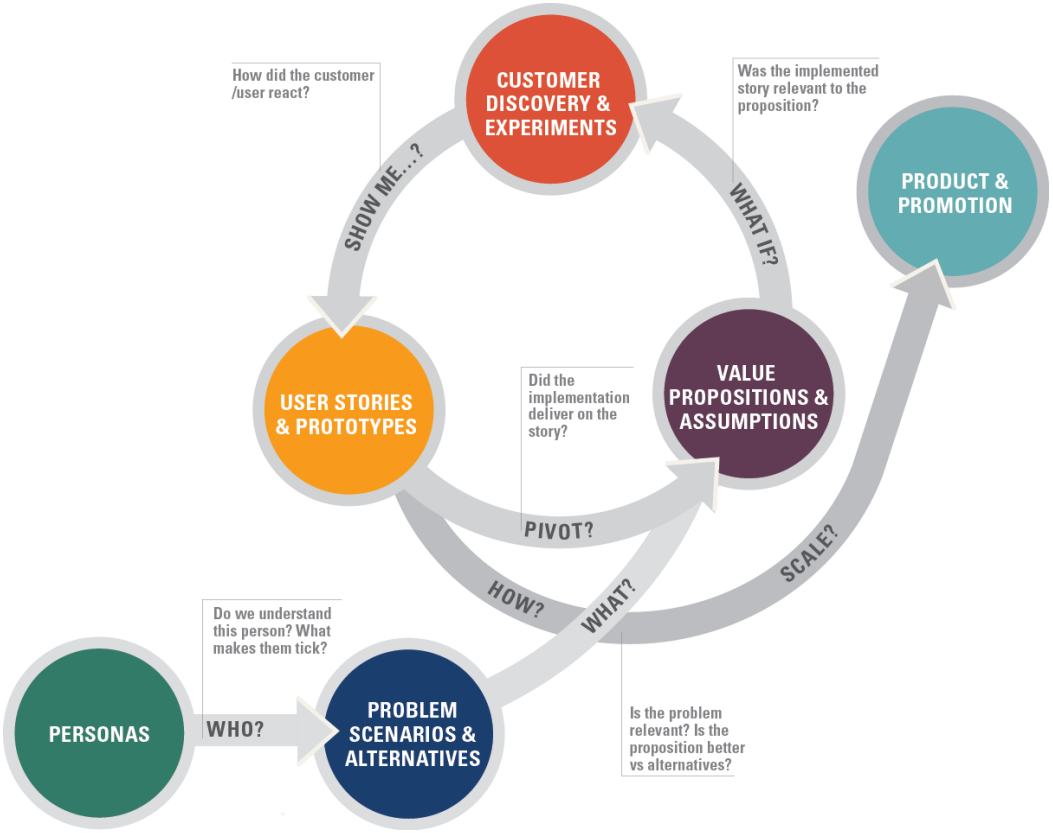


Table of Contents

Background & Introduction

The business around this project is a complete chain around Value-Added Reselling IT Infrastructure in France. The company it is aimed sells products (servers, storage, network, back-up and restore systems, related management software) and associated services (installation, configuration, data and application migration) to mid-size business all over the French territory.

This work is on the Venture Design Template

The template's primary purpose is to help practitioners create better products. You're free to use it and adapt it for internal purposes- building your company and/or product, basically.

You're not free to take it and re-post it elsewhere or create derivative work for general consumption outside the context of your company's internal operations. (You are, of course, free to link here to the original item- sharing is caring.) For the full terms and conditions, please see www.alexandercowan.com/legal.

0. What's the business?

For IT infrastructure teams who work in our company for the installation and configure complex IT configurations, the "Confex" is a technical configuration documentation tool that integrates all the necessary information (technical, commercial, operation) Engineering Teams need to install and configure IT Infrastructure for mid-sized companies. Unlike major CMDB ("Configuration Management Databases") who are complex and aimed to major infrastructures, our product look for a simple and easy to operate alternative.

1. Personas

List of Personas by Order of Priority

Fabrice, the Engineer

Patrick, the Architect

Xavier, the Purchasing Manager

Christine, the Project Manager

Sofia, the Dispatcher

Personas Details

Fabrice, the Engineer

Screening Question: Do you directly work with IT infrastructure equipment in Datacenters?

Fabrice has a keen interest for everything technological. He loves the last gadgets, and have hobbies around technology at home. He has built a private network on his garage and uses it to test new technology and play games. He is an expert in his field, networking, it took him ten years to get to the level of expertise he has today, through training and on-the-job experience. He is respected for his insights on his field, however it is sometimes frustrating for him that other people in the company do not understand exactly what he is talking about and it takes a long time to explain. He travels a lot, as experts like him are rare, his wife has a steady job as a local teacher. They have two littler daughters in pre-school.

He likes to see himself as forward looking and informal. When he can he would dress down to jeans and tennis shoes, although it is not always possible to this when he is at a client site.

Thinks	Fabrice thinks that he authority in his field, and does not understand when compromises need to be made. He also thinks that the projects unnecessarily complex and if the teams were better organized his job would run more smoothly.He thinks he does a lot of travel because of that.
Sees	Fabrice sees that Architects have a lot of knowledge, but a life that is easier than his, as they discuss with clients and prepare the project plans. He sees that the best engineers are promoted to architects. He sees also that in very complex projects Project Managers tend to take all the credit.
Feels	Fabrice feels the whole process of organizing his project, preparing for it, communicating with other team members, getting parts is very complex and not all well coordinated. He always receives the pressure at the end. As he is the last in the project chain (after the Architect and the Project Manager), he has to always cope with stress linked with project deadlines at the end. He also feels that is in the receiving end of the instructions, if he had more say upfront with the architects projects would run more smoothly.
Does	In a typical day he would receive project instructions that were set by an Architect. He can work alone or in a team of engineers around this project, in this case he will be managed by a Project Manager. He needs to get the parts that are decided by the Architect and obtained through Purchasing in a timely manner, as the tasks he does have to be performed in a precise manner and involves the parts, the Architect's design, the client site conditions, and availability of other engineers and client personnel. He works in 2 or 3 projects in parallel, and a project can take from 3 days to 2 weeks.

2. Problem Scenarios, Alternatives, & Value Propositions

Problem Scenarios	Current Alternatives	Your Value Proposition
Obtaining the parts at the right time for each project.	Multiple calls to the purchase team and eventually an escalation to the purchase manager until he has the confirmation that parts are ordered and delivery dates.	Provide a simple interface through the app with the status of delivery and the person responsible for the purchase.
Obtaining the detailed instructions of what has to be done.	As Architects are very busy and they write down very general instructions, Fabrice compiles all the information he needs from the Architect (design), Project Manager (Client planning), Purchasing (parts information), Colleagues (previous experience in this project type/client) and the internet (technical information)	Provide a single, structured interface where the information is presented in a logical order.
Synchronising on actions plans with other engineers and project manager.	As other engineers and project managers' work all in multiple projects at a time, he goes to multiple emails and phone calls to set-up and participate in meetings. Usually the meetings are over the phone, where it is complicated to share visual information (designs, project plans)	Create a link between the tool's interface and all project participant agendas.
Reach for knowledgeable people on topics related to the project he is currently working on (for questions, checking technical information)	Use an informal network of people he crossed on previous projects.	Provide a tool that lists who is working on what project/technology, and history of the last 18 months.
Fix personal arrangements around travel.	Phone calls to the dispatcher and use of a separate travel tool that is only available on the intranet, which forces Fabrice to visit one of the company branches.	Integrate the travel tool in a personal use App

3. User Stories & Prototypes

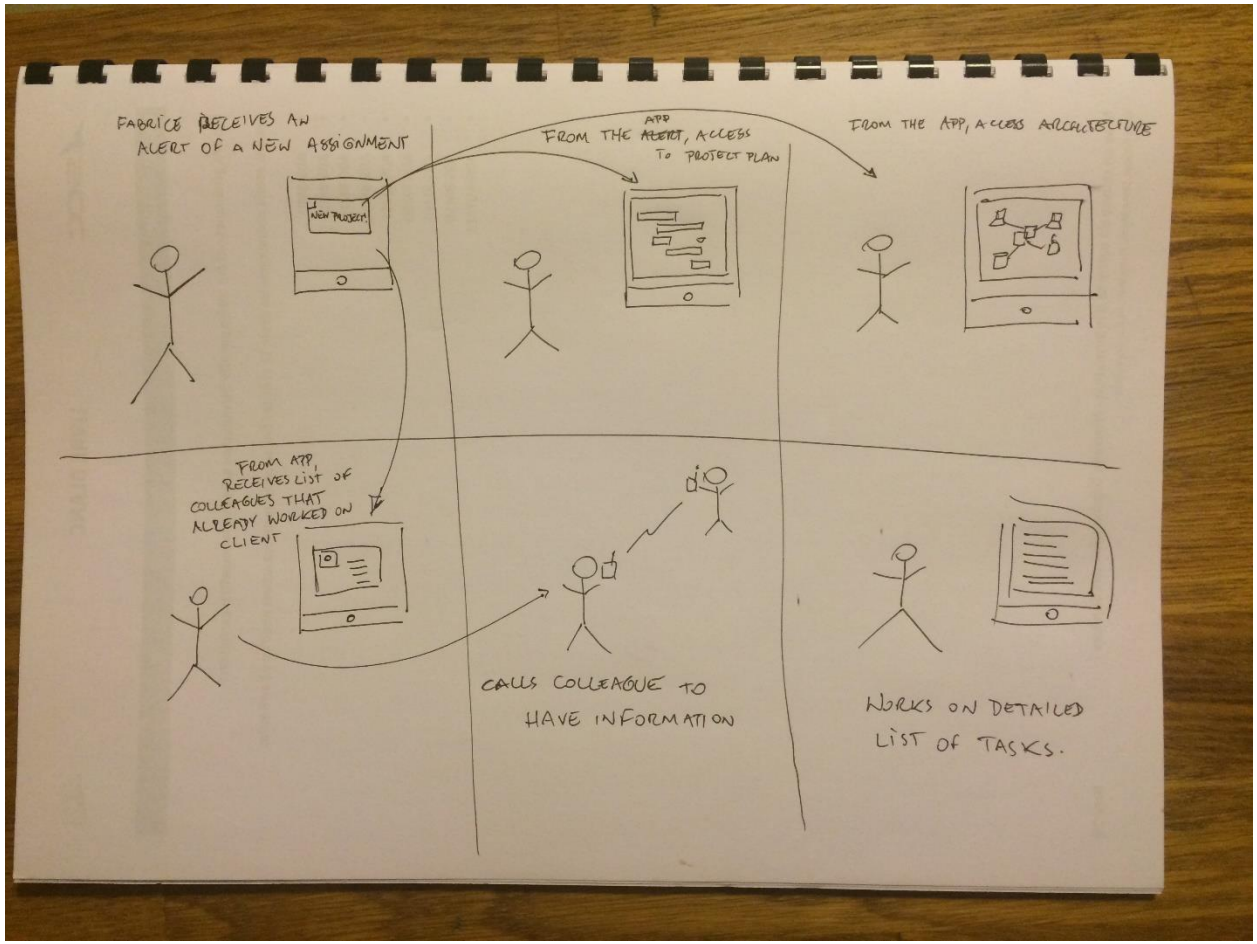
EPIC Story:

“As Fabrice the Engineer, I want to access all the information I need so that I can be ready to the technical intervention.”

Why being ready to the technical intervention is valuable? Fabrice the Engineer will be able to go through his intervention with less hassle, with less problems and more efficiently.

Story	Test Cases
I want to retrieve the project planning.	I know when I will be at the client site.
I want to know what is the IT design done.	I am able to start the preparation of my detailed tasks.
I want to know who has worked in this client before.	I am able to understand the client history.
I want to know what are the parts that have been ordered for this project.	I can verify that all necessary parts for my activities are accounted for.

Prototype



4. Value Propositions & Assumptions

Project position statement

For Fabrice who works as an IT Infrastructure Field Engineer, the Intervention Organizer is a Productivity Tool that will ease the preparation of interventions, freeing personal time and increasing productivity. Unlike the current process, our product will allow for all preparation tasks to be performed from the same application.

Core/Summary Value Hypothesis

If we simplify access on all the relevant information in a timely manner for Fabrice the Engineer, he will adopt the tool and increase personal productivity.

Testable Child Assumptions

1. If we send an alert informing of a new intervention to Fabrice, he will open the application
2. If we the project plan is accessible and readable to Fabrice, he will organize his own personal schedule.
3. If we the target system architecture document is sent to Fabrice, he will set some time to study it.
4. If we indicate to Fabrice which of his colleagues have already worked at this client, he will contact them to get information.
5. If the plan and architecture information is easily accessible to Fabrice, he will submit a detailed list of tasks he will perform.

Priority	Type of assumption (Pivotal, child of a pivotal, child of a child of a pivotal; extremely important, important, tactical; not sure)	Explanation for the Ranking
1	Pivotal	Child Assumption 1: "If we send an alert informing of a new intervention to Fabrice, he will open the application" – if this does not happen it is an indication that he is note interested in the information.
2	Important	Child Assumption 5: "If the plan and architecture information is easily accessible to Fabrice, he will submit a detailed list of tasks he will perform." – if he does not prepare in written, the preparation material provided was not easily usable.

3	Child of a Pivotal	Child Assumption 2: "If we the project plan is accessible and readable to Fabrice, he will organize his own personal schedule." – this assumption is a pre-requisite of Child Assumption 1.
End truly pivotal assumptions		
4	Tactical	Child Assumption 4: "If we the target system architecture document is sent to Fabrice, he will set some time to study it." – If he does it, there is indication of some value added.
5	Tactical	Child Assumption 3: "3. If we the target system architecture document is sent to Fabrice, he will set some time to study it." – If he does it, there is indication of some value added.
6 – 10		
X		

#	Priority	Key Assumption	Test Vehicles
1	1	Child Assumption 1: "If we send an alert informing of a new intervention to Fabrice, he will open the application"	Wizard of Oz – Central dispatch sends an SMS with links to current locations (scattered) of documentation of intervention information.
			Concierge – Central dispatch calls Fabrice an indicate to him that a new intervention was planned ahead of time, with some key information.
			MVP – Create a basic webpage with internal links to the different information in different systems. Send an email with link to this webpage.
2	2	Child Assumption 5: "If the plan and architecture information is easily accessible to Fabrice, he will submit a detailed list of tasks he will perform."	Wizard of Oz – Send an email requesting to respond to that email with detailed plan.
			Concierge – Offer to call to work on the detailed planning.
			MVP – Add a button to basic webpage to upload a file with detailed tasks.

3	3	Child Assumption 2: "If we the project plan is accessible and readable to Fabrice, he will organize his own personal schedule."	Wizard of Oz - when sending the alert, send a link to his calendar.
			Concierge – Send a phone line to a person that will help him re-arrange his schedule.
			MVP – on the basic webpage, create a link to his calendar that automatically create a calendar entry on the date of the intervention.